USER GUIDE

Dual Fuel – Prepayment smart energy

utilita

pre-pay the smart way

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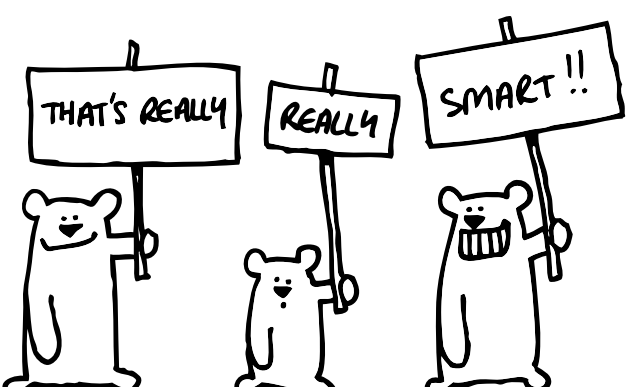
What is Smart Energy?

'Smart Energy' is Utilita's smart meter prepayment package. This service enables you to fully benefit from all of its features, such as 'Emergency' and 'Friendly Credit', easy and convenient remote top-ups, and our competitive prepayment Smart Energy tariff.

Designed with you in mind, your in-home display will enable you to view how much gas and electricity you are using and when, giving a clear picture of how you are using your energy. The in-home display enables you to monitor your energy usage; your meter installer will have found a suitable working position for it. You should keep the in-home display where it is installed and leave it plugged in at all times.



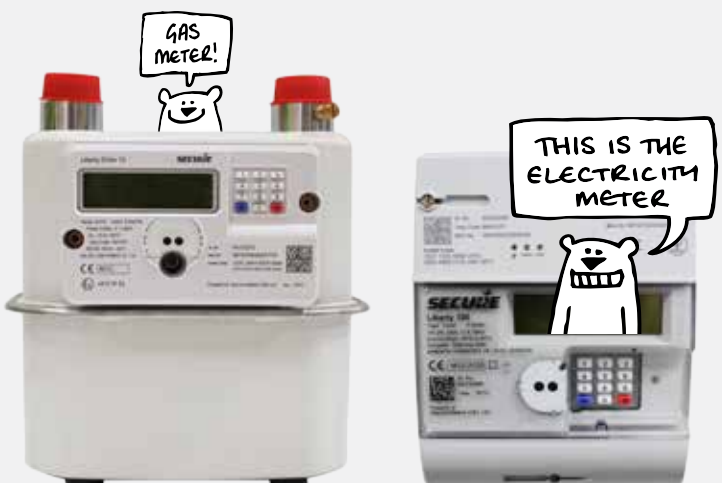
Your Smart Meter System

The In-home Display

The in-home display communicates with the gas and electricity meter to tell you exactly what's going on. It will usually be placed somewhere with strong signal by the installer.

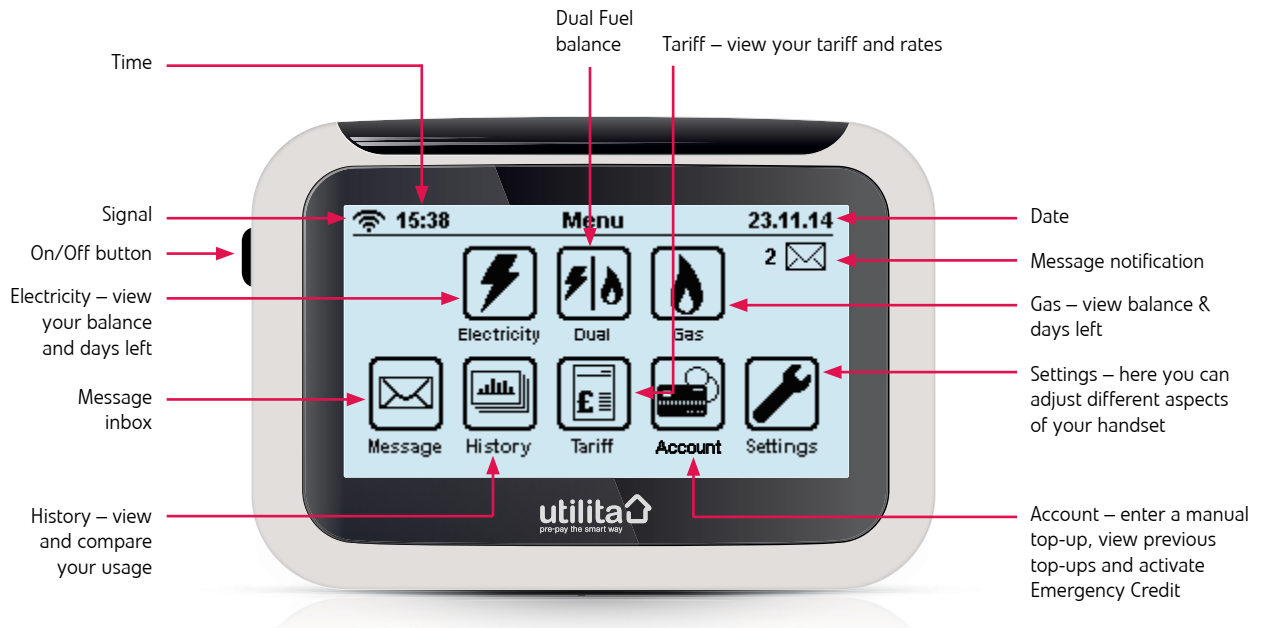
The Gas and Electricity Meters

Your meters record how much energy you are using. They can be found in a number of locations but are usually in a cupboard or hallway (or outside!). It is a good idea to familiarise yourself with the location of your meters in case you need to access the keypads during a loss of power.

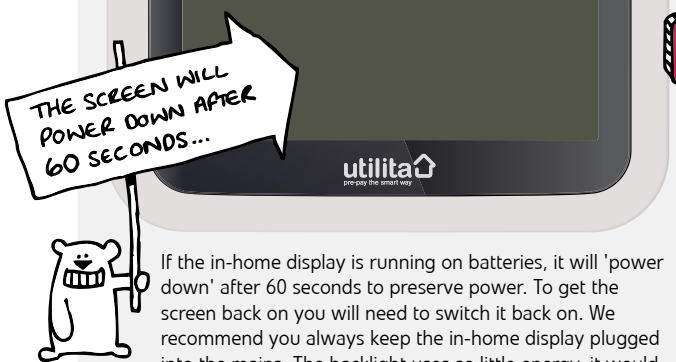


The In-home Display

Your in-home display has a touch screen and gives you quick access to the status of your electricity and gas meter balance. It should be plugged into the mains at all times.

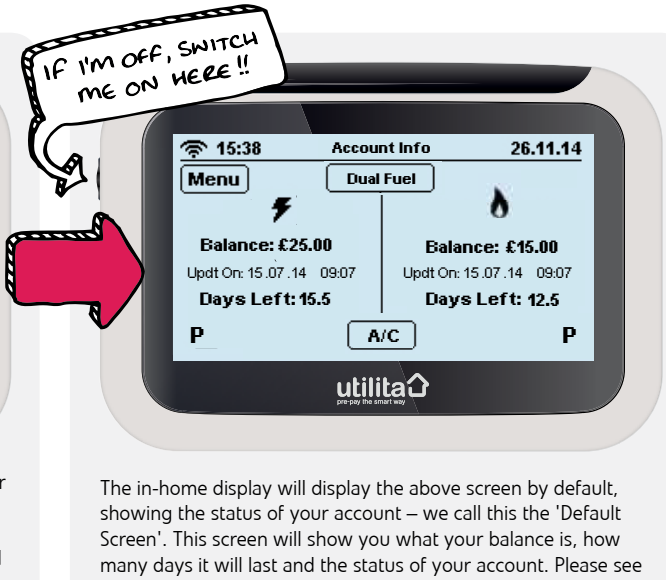


The In-home Display



If the in-home display is running on batteries, it will 'power down' after 60 seconds to preserve power. To get the screen back on you will need to switch it back on. We recommend you always keep the in-home display plugged into the mains. The backlight uses so little energy, it would cost less than 20p a year if left on all the time!

Batteries – In the event of loss of power, the in-home display can take two AAA batteries. It is advised you do not leave batteries in the in-home display all the time as they will slowly drain, instead keep them to hand should you experience loss of power.



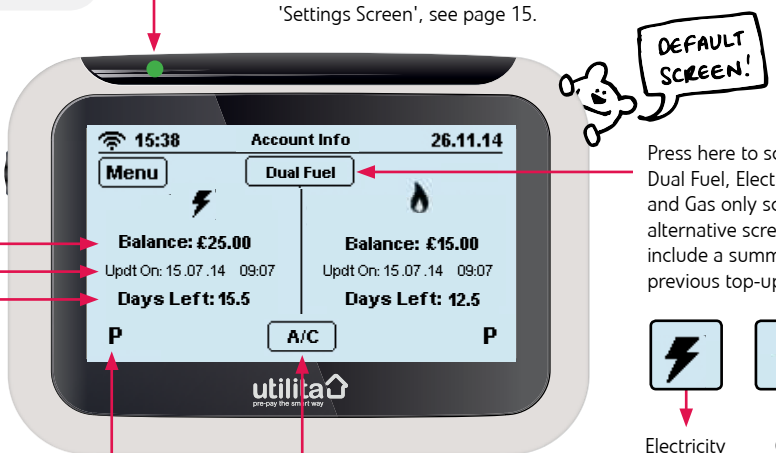
The in-home display will display the above screen by default, showing the status of your account – we call this the 'Default Screen'. This screen will show you what your balance is, how many days it will last and the status of your account. Please see page 6 for a more detailed overview of this screen.

Your Usage Overview

This is the 'Default Screen' which will always show after 60 seconds or after power down.

When on the 'Default Screen', the LED light will only relate to your credit balances:
- Green = plenty of credit
- Orange = credit is half used
- Red = low credit

You can set your 'Low Credit Alert' of choice via the 'Settings Screen', see page 15.



This shows how much credit you currently have on your meter.

This shows the last time the handset communicated with your meters.

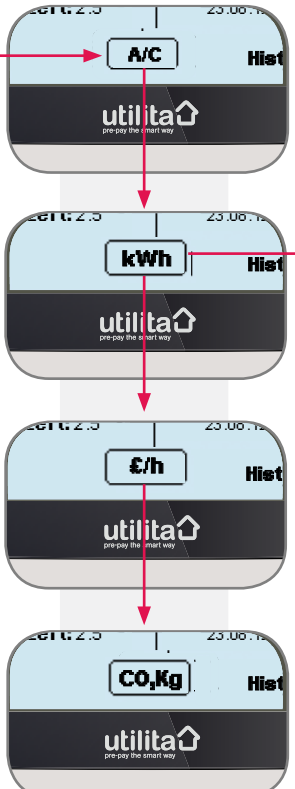
This is approximately how many days your supply will last. It is based on your current rate of usage; if you increase or decrease your rate of usage, this figure will change to show how long your balance will last.
Note: when your meters are first installed, this feature will take about a week to calculate correctly.

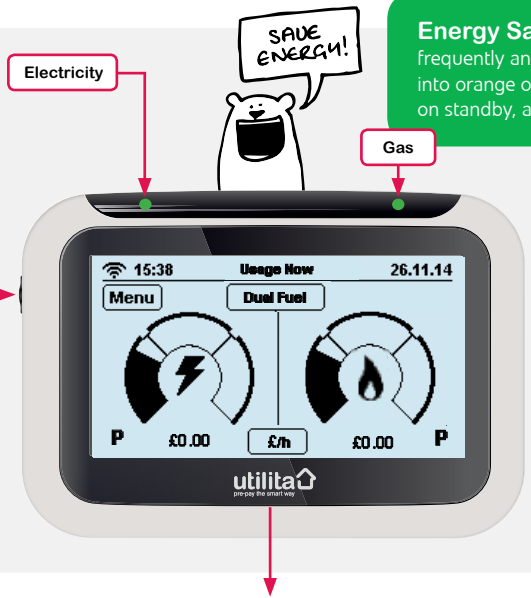
P = Prepayment Mode
E = Emergency Credit Mode
F = Friendly Credit Mode
C = Credit Mode

Press here to scroll between, Dual Fuel, Electricity only and Gas only screens. These alternative screens will include a summary of your previous top-ups.

Electricity Gas

This button shows which screen you are currently on. Press this button to flick through different screens; it will scroll through: '£ per hour', 'kWh' and 'Co2Kg'. Pressing the button again will return to this screen, see the next page for details.





Energy Saving Challenge! – Check your usage dials frequently and see if you can stay in the green, if you drop into orange or red try turning off some lights and appliances on standby, and see if you can get back into green!

You will need to programme all the usage rate dials in 'Targets' via the 'Settings' screen, see page 15. Green means your rate of usage is under your set daily target, and red means you are using your supply above your set daily target.
Important! if you think your rate of usage is always high you may have set your targets incorrectly.

By continuing to push this button you can view and compare the rate at which you are spending your money on gas and/or electricity (£/h) and finally the rate at which you are using CO2 (CO2Kg). The usage dials must be programmed in 'Targets' via the 'Settings' screen.

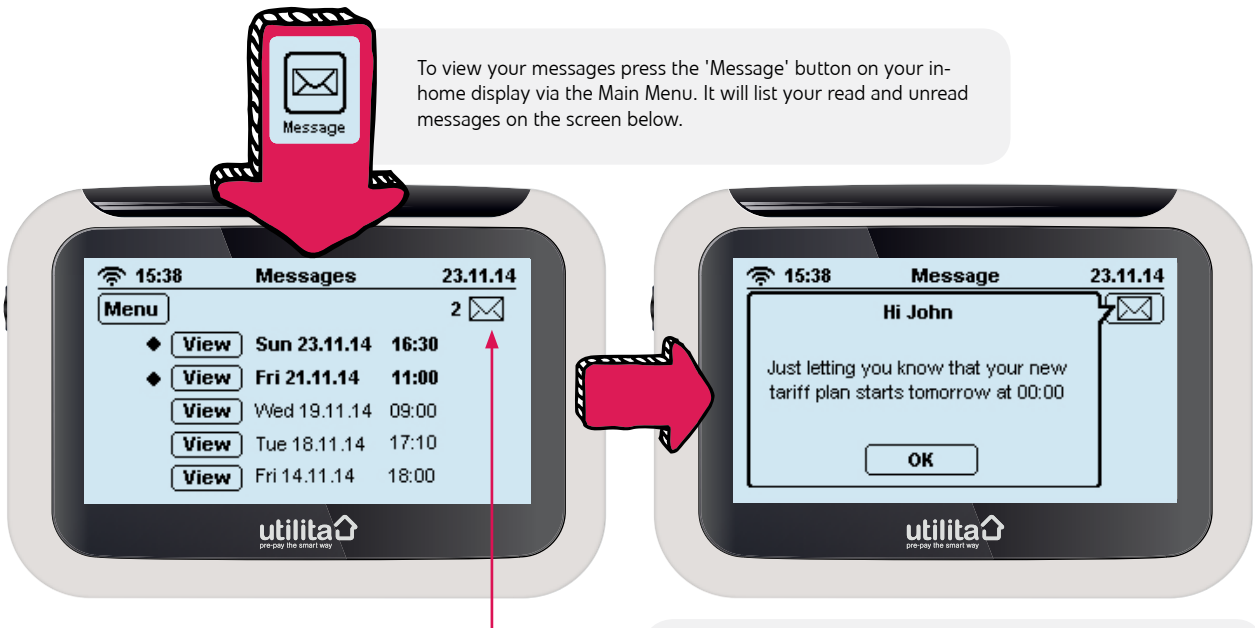
Note: when on these 'Usage' screens, the LED light will only relate to your rate of usage:
- Green = low rate of usage
- Orange = medium rate of usage
- Red = high rate of usage

You can set your usage rate 'Targets' of choice via the 'Settings' screen, see page 15.

Main Menu

If you need to change anything on the in-home display, you can always return to the Main Menu by pressing the 'Menu' button in the top left-hand corner of most screens.

Your Messages



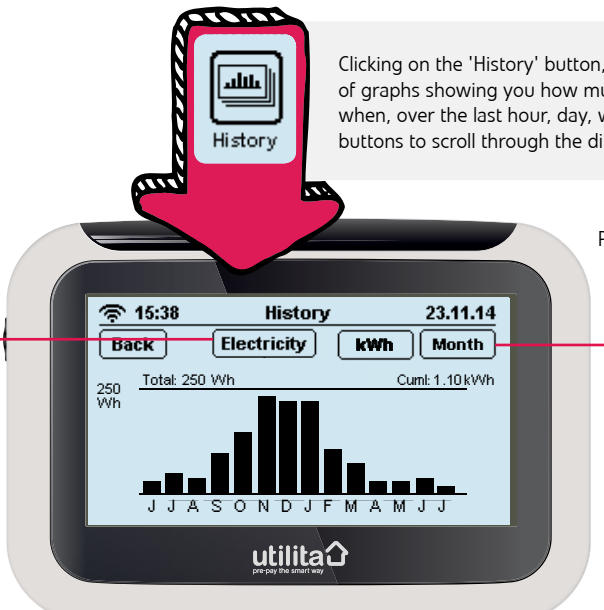
To view your messages press the 'Message' button on your in-home display via the Main Menu. It will list your read and unread messages on the screen below.

The Message feature is on your handset so we can send you updates and notifications. Any price change or alteration to your tariff or meter will be sent to your inbox and the message will flash up for you to acknowledge.

Important notifications will pop-up as shown above. In order to close important messages you need to press 'OK' to acknowledge that you have read it. Less important notifications will also pop-up, but will disappear if ignored and show as an unread envelope icon in the top right-hand corner.

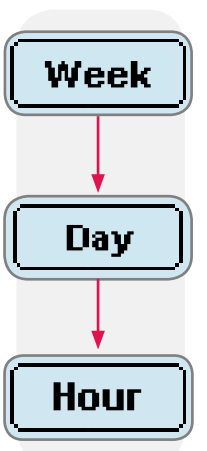
Your History

Clicking on the 'History' button, via the Payment page, will display a range of graphs showing you how much gas and/or electricity you are using and when, over the last hour, day, week or month. Click on the 'kWh' or 'Hour' buttons to scroll through the different combinations of information.



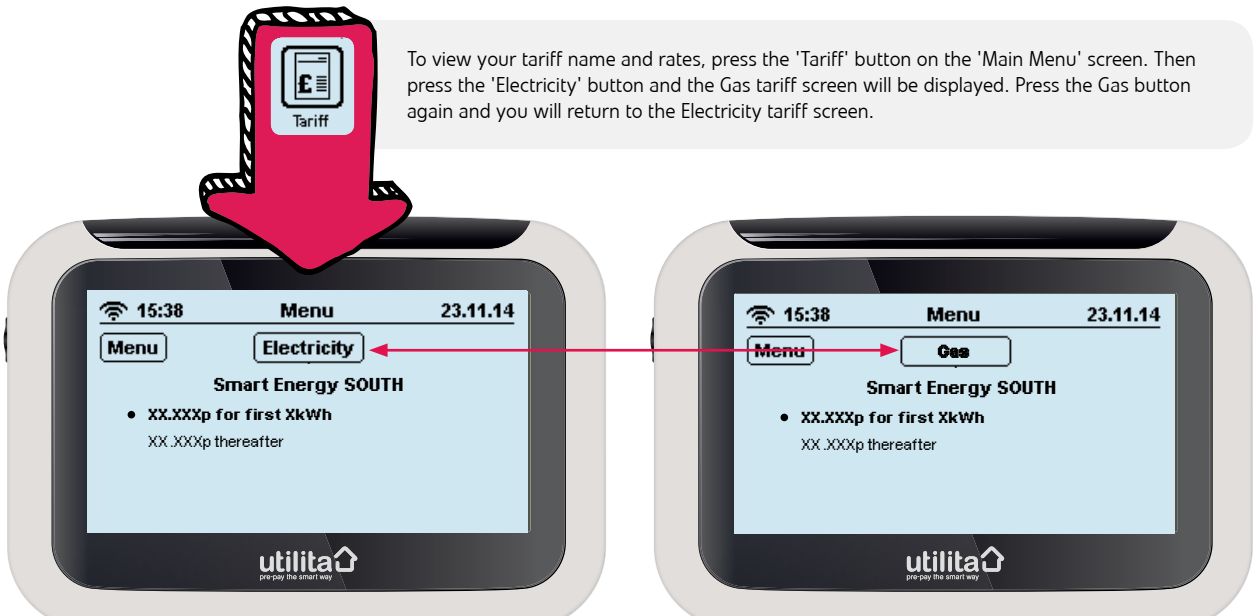
Click the 'Electricity' button to flick between Electricity history and gas history screens.

Press the buttons here to switch between different combinations of information.



To set usage targets, go to 'Targets' via the 'Settings' screen and select 'kWh', '£ per hour' or 'CO2'. See page 15 for details.

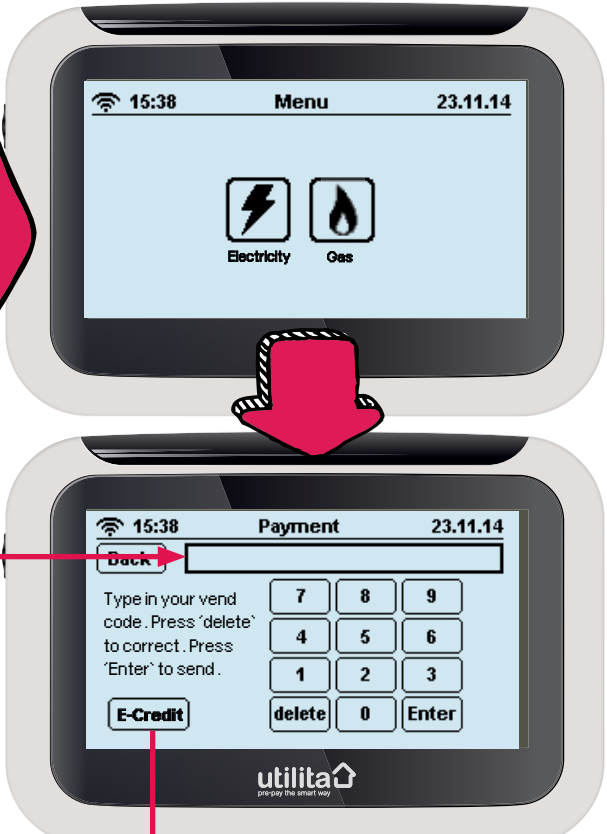
Your Tariff



To view your tariff name and rates, press the 'Tariff' button on the 'Main Menu' screen. Then press the 'Electricity' button and the Gas tariff screen will be displayed. Press the Gas button again and you will return to the Electricity tariff screen.

Your Payment

Manual top-ups – If you top-up online, at a PayPoint outlet or via SMS, and the money does not credit your meter automatically, you will need to do a manual top-up by entering the 20, 40 or 60 digit 'vend' code here – this code will be on your receipt. It is important to keep your receipts in the event your top-up is not successful.



PayPoint 55338
A J CONVENIENCE STORE
WIGAN
LANCASHIRE
UTILITA
100551XXXXXXXXXXXXX
MA1005514/2307
AMOUNT GBP 12 00
20:50 19/02/13 :
SN 028806096 TXN 5404
PREPAY THE SMART WAY
PLEASE KEEP RECEIPT AS
PROOF OF PURCHASE

You will find your vend code on any receipt, whether you receive it on paper, via text message or email. It may be anything between 20-60 digits long.

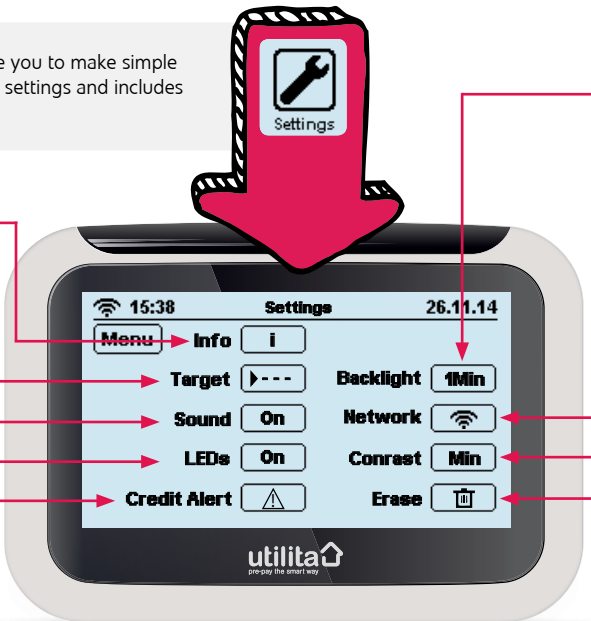
E-Credit

If you have ignored notifications that your credit is low or if you wish to activate Emergency Credit early; press the 'E-Credit' button on the Payment screen. The above screen will appear asking for you to accept £10 of Emergency Credit. Press the 'E-Credit' button to activate it, or 'OK' to go back.

Note: by pressing this button you are allowing permission for your meter to enter Emergency Credit when/if your meter runs out of Credit. To check whether Emergency Credit has been activated check your default screen via the 'Main Menu' – then select 'Electricity' or 'Gas' and there will be an 'E' in the left-hand corner of the screen, see page 23.

Your Settings

The 'Settings' button will enable you to make simple changes to the in-home display settings and includes budgeting features.



Info – here you can view the meter serial number and MPAN/MPRN.

Targets – see page 15

Press to switch on/off

Press to switch on/off

Credit Alert – see page 15

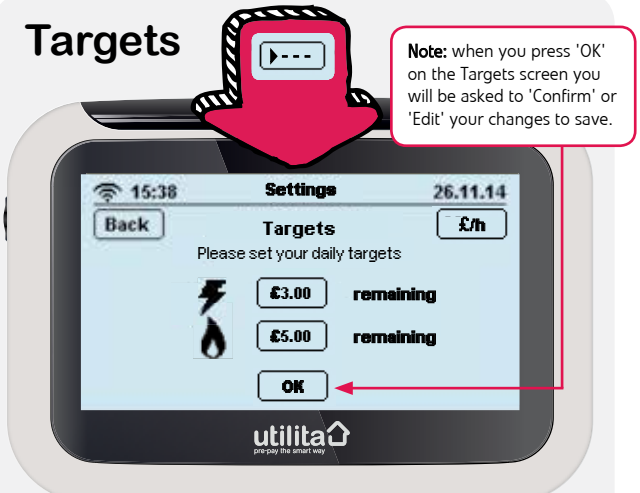
Backlight – press to select whether you want the display lit up all the time or if you prefer it to switch off after 1 minute. The light comes back on if you tap the screen. (The light uses such little energy to run, it would cost you less than 20p a year if it was on all the time!)

Network – access denied

Contrast – Press to lighten or darken screen

Erase – access denied

Targets



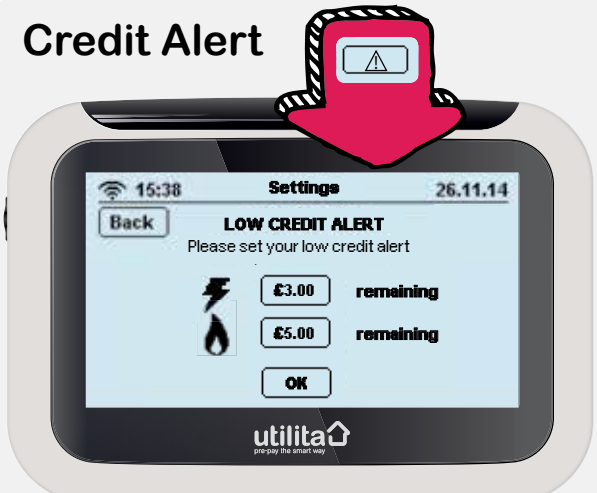
Note: when you press 'OK' on the Targets screen you will be asked to 'Confirm' or 'Edit' your changes to save.

(£) Set a cost target – ensure the top right-hand button is showing a '£' sign, press it until it shows. Then press the amount button and enter the limit you want to spend in a day, then press 'OK'. If you get close to exceeding this amount during the course of one day, an alarm will sound to let you know.

(kWh) Set an eco target – ensure the top right-hand button is showing a 'kWh' sign, press it until it shows. Then set your target as above.

(CO2Kg) Set an eco target – ensure the top right-hand button is showing a 'CO2Kg' sign, press it until it shows. Then set your target as above.

Credit Alert



When your gas or electricity meter drops to £2 credit, your in-home display will sound an alarm. However you can set your own 'Low Credit Alert' here, by clicking on the '£ amount' box and entering the amount at which you would like to be notified. The LED will be green if you have not used much of your limit, orange if you are half way through and red if you have almost spent your limit.

Note: it is advised you do not set your 'Low Credit Alert' lower than £1.00 as this may not leave enough time to top-up.

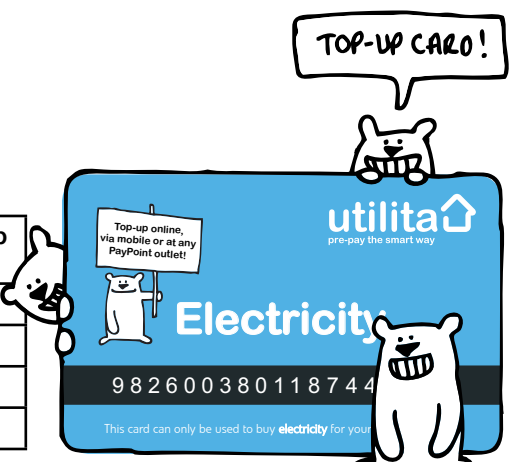
Topping-Up

Along with your meters you will also be issued with your own Smart Energy gas and electricity top-up cards, enabling you to top-up your meters as and when you need. Please keep these cards away from heat and strong magnetic fields as this may stop them from working. If you move house in the future you will need to leave your cards at the property (see page 32). Our smart meter engineer will ensure your meter is installed with positive credit, however you should top-up very soon before that credit runs out. Below are all the ways you can keep your meter topped-up:

1. At any PayPoint outlet (see page 17)
2. Online at: www.utilita.co.uk/top-up
3. Via text message (see page 19)
4. Automated Top-Up Line: 03452 068 333
5. Monthly pre-pay direct debit plan: 03303 337 442

How much can I top-up?

	Minimum top-up per meter	Maximum top-up per meter
At a PayPoint outlet	£2	£45
Online	£10	£175
By text message (SMS)	£10	£175
By phone on: **03452 068 333**	£10	£50


TOP-UP CARD!
Top-up online, via mobile or at any PayPoint outlet!
utilita
pre-pay the smart way
Electricity
9826003801187444
This card can only be used to buy electricity for your

Top-Up at the Shop

1. Take your gas and/or electricity top-up card to any PayPoint outlet.
2. The retailer will process your payment and your top-up will be sent to your meters automatically.
3. You will be issued a receipt with a unique 20, 40 or 60 digit vend code for each top-up. Use this vend code to manually enter the payment if the automatic top-up should fail.
4. Your supply should be credited automatically, however it can take up to 45 minutes to show on the in-home display.
5. Your gas and/or electricity should now be topped-up, you can check this has been successful via the in-home display (see page 6).

Note: If your top-up card does not swipe at a PayPoint, you can request the retailer do it manually for you.

Top-up Online

Topping up online is easy-peasy!

1. Go to: **www.utilita.co.uk/top-up**
2. Select the supply you wish to top-up
3. Click on the top-up card that looks like yours
4. Enter the amount you wish to top-up
5. Enter your payment card details
6. Your payment will then be sent automatically to your meter and a receipt will be sent to you via email or text message, however you prefer

To check that your money has been credited to your gas and/or electricity meter, check your in-home display default screen, or press the 'Electricity' or 'Gas' button on the 'Main Menu' screen.

Top-up via Text Message

First you need to make one online payment (see page 18). When you get to the payment page, make sure you tick the '**SMS**' box, then enter your mobile phone number in order to register your details.

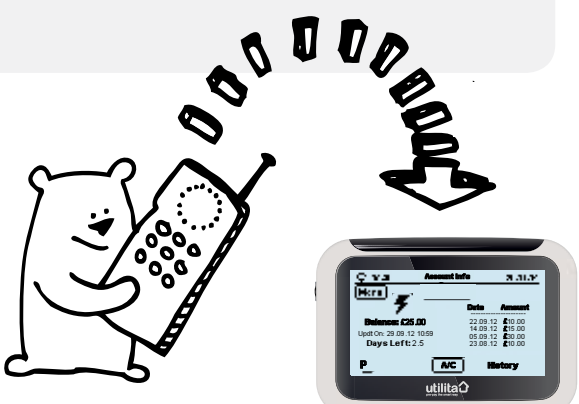
Once you have registered your details:
text* **UPAY** followed by your *top-up card number* then the *top-up amount* to: **88010**

N.B. please ensure you do NOT include a '£' sign. Ensure there is one space between each section of information.

Example for £30:

UPAY | 9826162701xxxxxxxxx | 30

- UPAY (in capitals) — Type UPAY (in capitals)
- 9826162701xxxxxxxxx — 19 digit top-up card number
- 30 — Amount you wish to top-up (no £ sign)



The amount you have chosen to top-up by will be automatically sent to your meter and you will receive a text message receipt. The receipt will include a 20, 40 or 60 digit 'vend code', in case the top-up is not successful; this will enable you to top-up manually – see page 12.

*This may be subject to change

Emergency Credit

£10 of Emergency Credit is available when you need it, to give you time to top-up at any PayPoint outlet, online or via text message. It is important to remember you will need to repay the Emergency Credit you use as well as topping-up your meter to at least £1.00 of positive credit.

If you run low on credit, your meter will display an alert to let you know, the LED will turn red and the screen to the left will be displayed. In order to accept the use of £10 Emergency Credit, you will need to press the 'E-Credit' button. The alarm will leave enough time for you to put money on your meter however, if you do not top-up in this time period, you will be alerted again, giving you another option to access Emergency Credit. If you keep pressing 'OK' without making a payment, or you ignore these alerts altogether, your supply will eventually go off.

Note: you can also activate Emergency Credit via the Payment screen – see page 12.

When is Friendly & Emergency Credit available?

	Emergency Credit Available	Friendly Credit Available
Mon – Fri 10am* – 4pm*	Yes	No
Mon – Fri 4pm* – 10am*	Yes	Yes
Sat & Sun & bank hols	Yes	Yes

*This may be subject to change

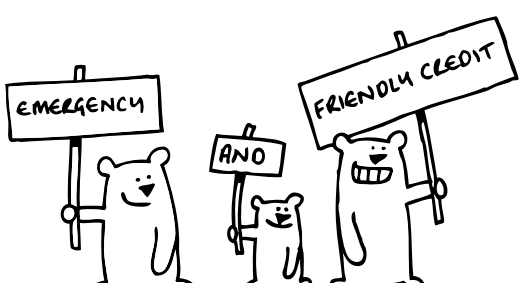
Remember! – if you have lost power, you must top-up all Emergency and Friendly Credit plus at least £1.00 of positive credit, in order to restore your power.

What happens if my Emergency Credit runs out?

If your Emergency Credit runs out during the week after 4pm*, your supplies will NOT go off until 10am* the following day. This will give you enough time to top-up your gas and/or electricity.

If your Emergency Credit runs out after 4pm* on a Friday, your supplies WILL NOT go off until 10am* the following Monday (or the day after, if it's a Bank Holiday). This extra emergency supply is called 'Friendly Credit'.

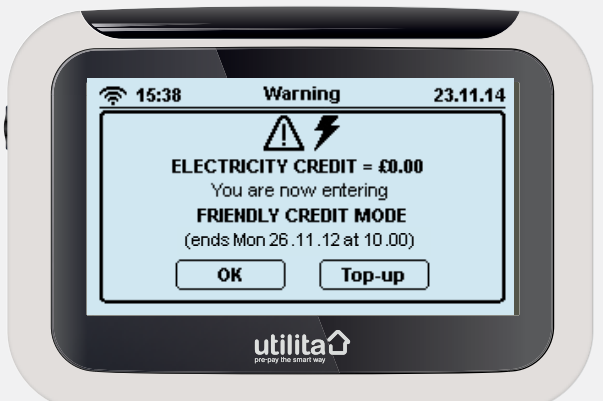
*This may be subject to change



Remember! the next time you buy gas and/or electricity, you will need to pay off the EMERGENCY CREDIT, and any FRIENDLY CREDIT used will also be deducted from your payment. Please bear in mind each meter works with a minimum of £1. For example, if you have used up all of your Emergency Credit and used £4 of Friendly Credit, you will need to top-up the meter by at least £15. (£10 to pay off the Emergency Credit, £4 to pay off the Friendly Credit and £1 to get the meter going).

Friendly Credit

Friendly Credit Started

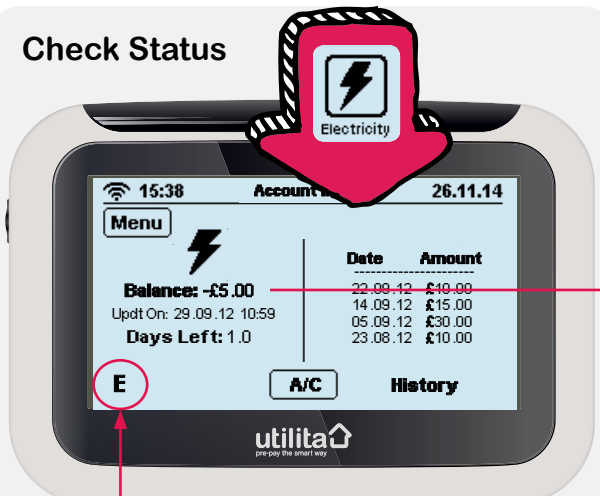


If your credit is running low within Friendly Credit hours, the above alert screen will be displayed. You will automatically be in Friendly Credit once your credit runs out; to bypass the screen press 'OK'.

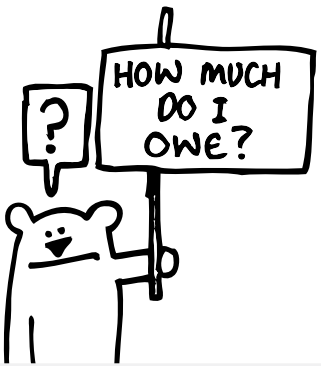
Friendly Credit Over

Refer to page 20, to check what times Friendly Credit is available. If you have not topped-up over the weekend or evening, your in-home display will display an alert to let you know that your supply is due to go off shortly. To stop the alarm press 'OK'.

How can I check if I'm in Emergency or Friendly Credit and how much I need to repay?



If you are in 'Emergency Credit' mode, an 'E' will show here on the 'Default Screen'. If you are in 'Friendly Credit' mode, an 'F' will show. When this screen shows a 'P' it means the meter is in normal prepayment mode.



If you are unsure how much you need to repay to get back into credit, refer to the screen on the left. If you owe anything, it will appear on your balance as a negative figure.

Note: you will need to top-up by an additional £1, to get you back into positive credit. Be aware that any separate debts applied to your meter, for example replacement card charges etc, which are reclaimed at a pre-agreed percentage, may also be taken from each top-up.

Using the other keypads

You should use the in-home display to monitor and top-up your gas and/or electricity, but sometimes you may be required to use the gas and/or electricity meter keypads themselves. The electricity meter will always be connected to power, unless there is a grid power cut. When you press a button on the keypad, the display screen will light up. You can access the same data on both displays, so if you have any issues with the in-home display you can use the electricity meter to retrieve the same information.

Information will scroll here on the gas or electricity meter screen. Each number brings up different information, detailed on page 25-28.

The Electricity Meter Keypad

The Gas Meter Keypad

Electricity meter keypad button functions

By pressing the buttons on the electricity meter you can obtain all sorts of useful information about your electricity usage. Repeated pressing of each button gives many levels of detailed information – as explained below:

Press 1 Daily Energy Cost

x 1	Cost of energy used so far today
x 2	Cost of energy used yesterday

Press 2 Weekly Energy Cost

x 1	Cost of energy used so far this week
x 2	Cost of energy used last week

Press 3 Monthly Cost

x 1	Cost of energy used so far this month
x 2	Cost of energy used last month

Press 4 Monthly kWh

x 1	kWh usage last month
x 2	kWh usage 2 months ago
x 3	kWh usage 3 months ago
...	Continue pressing up to 12 months

Press 5 Debt Information

x 1	Debt info

Press 6 Tariff Data

x 1	Tariff
x 2	Standing Charge
x 3	Tariff Rate 1
x 4	Tariff Rate 2

Press 7 Emergency Credit/Debt

x 1	Emergency Credit status
x 2	Amount to repay

Press 8 Friendly Credit Status

x 1	Friendly Credit status

Press 9 Import/Export Data

x 1	Import kWh (meter read)
x 2	Export kWh
x 3	Import KVARH
x 4	Export KVARH

Press 0 Misc Data

x 1	Display Check
x 2	Date
x 3	Time
x 4	Load
x5	Co2 data

'A' button – will enable you to manually enter an electricity vend code. When in vend code mode, the **'A'** button can be used to delete a number entered and the **'B'** button will send the code.

'B' button – will show you your electricity account balance. You must press this button at least 10 seconds after any other button in order to retrieve this information.

Gas meter keypad button functions

By pressing the buttons on the gas meter you can obtain all sorts of useful information about your gas usage. Repeated pressing of each button gives many levels of detailed information – as explained below:

Press 1 Daily Energy Cost

x 1	Cost of energy used so far today
x 2	Cost of energy used yesterday

Press 2 Weekly Energy Cost

x 1	Cost of energy used so far this week
x 2	Cost of energy used last week

Press 3 Monthly Cost

x 1	Cost of energy used so far this month
x 2	Cost of energy used last month

Press 4 Monthly kWh

x 1	kWh usage last month
x 2	kWh usage 2 months ago
x 3	kWh usage 3 months ago
...	Continue pressing up to 12 months

Press 5 Debt Information

x 1	Debt information

Press 6 Tariff Data

x 1	Tariff
x 2	Standing Charge
x 3	Tariff Rate 1
x 4	Tariff Rate 2

Press 7 Emergency Credit/Debt

x 1	Emergency Credit status
x 2	Amount to repay

Press 8 Friendly Credit Status

x 1	Friendly Credit status

Press 9 Import/Export Data

x 1	Gas volume
x 2	Import kWh

Press 0 Misc Data

x 1	Display Check
x 2	Date
x 3	Time
x 4	Load
x5	CO2 data

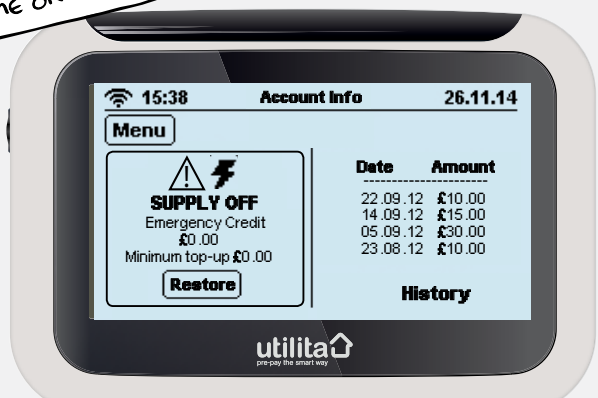
'A' button – will enable you to manually enter an electricity vend code. When in vend code mode, the **'A'** button can be used to delete a number entered and the **'B'** button will send the code.

'B' button – will show you your gas account balance. You must press this button at least 10 seconds after any other button in order to retrieve this information.

Loss of Supply – Electricity

If you run out of credit and lose supply you will need to top-up so that you are in credit by at least £1.00. It will require someone to be at the property to switch the electricity back on.

In-home Display



Once you have topped-up, go to your in-home display and providing you have working AAA batteries in, press the power on button and you will see the above screen. If you do not have any working batteries you will need to switch the electricity back on via the electricity meter.

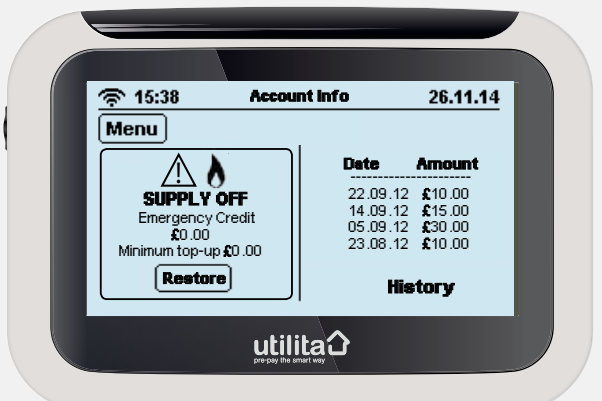
Electricity Meter Keypad

If your in-home display is not working, go to your electricity meter keypad. Press **'A'** to activate, followed by **'A'** again, then press **'B'** and your electricity should come back on.

Loss of Supply – Gas

If you run out of credit and lose supply you will need to top-up so that you are in credit by at least £1.00. It will require someone to be at the property to switch the gas and/or electricity back on.

In-home Display



Note: You **cannot** restore the gas meter via the in-home display. This is for your safety and is legislated across the energy industry. The reason for this is that if you smell gas coming from your gas meter you should not restore power as it is potentially dangerous. If the ability was given to restore via the In Home Display it would allow you to restore in a separate room from the gas meter and would mean you may not be able to smell the potential gas leak upon restoration.

Gas Meter Keypad

Whether your in-home display is on or not you MUST turn your gas supply back on via the gas meter keypad. This is because of a safety feature built into the gas meter. To connect the gas meter, press

The display will show the above. Press 'A' again and then press 'B' and your gas should come back on.

Note: Sometimes, because the gas meter has been off it will be asleep so your top-up will not register. In this case when you press **'A'** it will go to vend mode instead. In order to get your gas back on, enter your 20, 40 or 60 digit vend code and send by pressing **'B'**. Then Press **'A'** to connect the gas meter again and **'B'** to restore your supply.

Energy Saving...

Utilita staff are fully trained to offer free and fair advice on using energy efficiently in and around your home, helping you save even more. Changing your energy usage habits will always save you more money than by switching supplier alone, so have a look at the ways you use your electricity to see if you could reduce your usage!

Visit **www.utilita.co.uk** to find out more about saving energy in your home.

Follow us on Twitter **@UtilitaEnergy** to receive daily energy saving tips, updates and offers.

Visit us on Facebook at **Utilita Energy** for more ideas and tips on how to use energy efficiently.

Energy Saving Challenge! – take a note of how much you have spent on electricity in a week. Download a Utilita usage pack from our website: **www.utilita.co.uk/save-energy**

Follow our energy saving tips for the following week and see how much you save!

Moving Home

If you are planning to move house, please contact the Utilita Welcome Team on **03452 068 777** to advise us of your plans and arrange for any credit to be refunded. If you do not contact Utilita, you may not be able to receive any refunds. Please leave this booklet and your top-up card for the next occupier, so they can contact Utilita about topping-up their meter.

Lost Your Card?

Don't worry – your cards cannot be used with any other meter and if you lose them, you do not lose any money. If you have lost a card just contact our Customer Care Team on **03303 337 442** to report the loss and they will arrange for a new one to be sent to you (a small charge may be applicable). You will also be given your 19-digit card numbers in the meantime, which you can use to top-up at any PayPoint outlet, on your mobile, via text message, or online. It may be useful to keep a record of your card numbers - we've left a space for these on the back of this User Guide.

Generating your own top-up e-card

In the event you mislay your gas and/or electricity cards, we are able to send you a free electronic version of your top-up card/s via email. This can be easily generated online by visiting **www.utilita.co.uk/e-card**

All you will need is your gas and/or electricity serial number (instructions on where to find these are supplied online), and an email address. This will generate and email you back a visual copy of your gas and/or electricity card, including your unique top-up card number and barcode, which can be scanned at any PayPoint outlet. We recommend every customer generates their own top-up e-card (just incase you need them in the future!).

Got a problem?

My top-up isn't crediting my meter?

Problem – You have topped-up and been issued with a receipt, but the in-home display is not showing the credit on your balance, however your gas and/or electricity meter is. The signal icon in the top left-hand corner may also have a strike through it.

Home Network issue (HAN) – You most likely have a 'Home Network' issue. The in-home display works like a mobile phone with a signal and like a mobile phone, signal can drop out from time to time, meaning the in-home display is not receiving information properly from the gas and/or electricity meter which is why the display balances are different.

What should I do? – Simply pick up your in-home display and move it closer to the electricity meter. Watch the signal icon in the top left-hand corner of the screen and you should be able to see the strike-through disappear. Once a signal has been found the in-home display will automatically update itself.

Problem – You have topped-up and been issued with a receipt, but neither the in-home display or the gas and/or electricity meter is showing the credit on your balance.

Remote Communication issue (WAN) – You may have what we call a 'Wide Area Network' issue (WAN). This is where there is insufficient signal for your in-home display and meters to pick up. Like a mobile phone, your in-home display and gas and/or electricity meter require a signal in order to receive information remotely. On the front of the electricity meter there is the word 'WAN', if the LED light above this is constant and not flashing then it is highly likely you have this issue.

What should I do? – If this is the issue, you will need to continue topping-up your meter manually. There isn't anything you can do, other than wait for a signal to be established.

Loss of supply – I've topped-up but my power hasn't been restored

Problem – You have topped-up but the power has not come back on and your balance is not in credit.

Debt on the meter – You most likely have a debt on your gas and/or electricity meter, which is either Emergency Credit for repayment or an existing debt being reclaimed at 25%.

What should I do? – Check your balance by pressing the 'Electricity' or 'Gas' box on the 'Main Menu' screen. In order for power to be restored you must be in credit by at least £1.00.

Problem – You have topped-up but the power has not come back on, your in-home display and meters are not displaying anything.

Power cut – It is possible there may be a power cut in your area. The electricity meter will always show a display so if this is off, you are most likely experiencing a grid power cut.

What should I do? – There is nothing you can do, power is usually restored quickly by the electricity grid.

Problem – You have topped-up but your power has not come back on.

Restore Power screen not confirmed – It could be that you have not confirmed the in-home display 'Restore Power' screen. When you top-up after your supply has gone off it will not automatically come back on; it requires someone to be in the property to switch the gas and/or electricity back on.

What should I do?

Electricity – you can restore your power via the in-home display or the electricity meter itself. To restore it via the in-home display, ensure it has working AAA batteries inside and switch on the handset (see page 5). The screen will ask if you wish to restore power, press 'OK' and your power should come back on. If you are unable to do this you can use the electricity meter. Go to the electricity meter keypad and press 'A' to connect and then 'B' to restore power – see page 29

Gas – you cannot restore your gas via the in-home display once it has been switched off. Instead you will need to restore the gas via the gas meter keypad by pressing 'A' to connect, then 'B' to switch it back on – see page 30.

Loss of supply – Gas Meter

Problem – You have lost your gas supply and have topped-up to get it back on. You have pressed 'A' on the gas meter keypad to restore the supply but instead of asking you to 'Restore Power' it has gone into vend mode and the supply cannot be restored.

Gas Meter asleep – As the gas meter has been off it has gone into sleep mode and may take a while to pick up a signal again. This means that the top-up that you have made may not yet have registered on the gas meter.

What should I do? – Check your in-home display, if you have topped-up this should show on your gas balance. In order to get the top-up to register on your gas meter press **'A'**, it will go to vend mode. In order to get your gas back on, enter your 20, 40 or 60 digit vend code and send by pressing **'B'**. Then Press **'A'** to connect the gas meter again and **'B'** to restore your supply.

My manually entered vend code is not being accepted

Problem – You have entered your 20, 40, or 60 digit vend code but when you press 'Enter', the screen shows the above notification.

Incorrect Code – You have entered the vend code incorrectly, either you have missed off a digit or mistyped a number.

What should I do? – Re-enter the vend code correctly and press 'Enter'.

Problem – You have entered your 20, 40, or 60 digit vend code but when you press 'Enter', the screen shows the above notification.

Duplicate Code – The vend code you have entered has been entered before. You may be referring to an old receipt or entered the code again believing it has not gone on the first time.

What should I do? – Check if your top-up has already credited and shows up as a previous vend, if not, ensure you have the correct vend code and to re-enter.

Reasons for rejections

The most common reasons for rejections are listed below:

- **Rejected – Duplicate:** The code you are entering has already been accepted on the meter.
- **Rejected – Incorrect:** You have entered the vend code incorrectly, either you have mistyped or missed off a digit.
- **Rejected – Incomplete:** The vend code must be either 20, 40 or 60 digits long, you may have missed off or added on an extra digit.
- **Rejected – Invalid:** You have entered the vend code incorrectly, either you have mistyped or missed off a digit.
- **Rejected – Key Lock:** The vend code has been entered incorrectly too many times. Please contact our Customer Care Team.

Still experiencing problems?

If you are still experiencing problems please contact our Customer Care Team. In the event of loss of power please call the Emergency Line. Be aware that we will not be able to help you quickly if you enquire about loss of power via email. It is important to remember if you are emailing your enquiry we may not be able to get back to you for 5 working days, so if you are experiencing a loss of supply issue, please call our Customer Care Team directly on **03303 337 442**.

NEED HELP?

Hopefully all of your questions will be answered in this User Guide, but if you are still experiencing difficulties our Customer Care Team can help:

www.utilita.co.uk

www.utilita.co.uk/contact-us

Customer Care Team: 03303 337 442

Opening Hours:
8:00am – 8:00pm Mon – Fri
8:00am – 5:00pm Sat
9:00am – 5:00pm Sun

Emergency Line: 03452 068 999

Opening Hours:
8:00am – 10:00pm everyday

TOP-UP CARDS

We advise you write down your unique 19 digit gas and/or electricity top-up card numbers here, in the event your cards are mislaid. These numbers are printed along the front of your blue top-up cards and can be used to top-up online, over the phone, via text message, as well as any PayPoint outlet:

Electricity Card Number .....

Gas Card Number.....

Generate your own top-up e-cards

www.utilita.co.uk/e-card

(In the event you mislay your top-cards, you can also generate a free, digital version which can be scanned at any PayPoint outlet and is unique to your meter - it's quick, easy and free! For further instructions see page 32.)

Version 1.0
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